

## Meet Sandy Matheson, new director of DRS



**Sandy Matheson**

DRS is pleased to introduce our new Director, Sandy Matheson. Appointed by Governor Gregoire in April, Sandy brings over 25 years of management, health care and financial experience to the position.

Prior to joining DRS, Sandy served as President and CEO of Hanford Environmental Health Foundation and as board chair for the Tri-City Industrial Development Council and Kennewick

General Hospital. She has provided management consulting services, served as interim CEO for organizations during change, taught business classes for Washington State University, and worked as a certified public accountant. She has served on many not-for-profit and for-profit boards of directors, and currently is a member of the state Supreme Court's Gender and Justice Commission.

"I am pleased to join an agency with such a long history of excellent customer service," says Sandy. "In the coming months, we will be focusing on additional ways to serve our members and retirees while maintaining our outstanding level of service and integrity."

Sandy graduated with a Bachelor of Arts in economics from Northwestern University, completed post-graduate accounting work at Gonzaga University and received her Masters in Business Administration from Washington State University.

Originally from Denver, Sandy relocated to Olympia after living in Kennewick for the past 28 years. She and her husband, a Superior Court judge, have two grown children – a son and daughter – and a five-year-old Pug, Lucy. ■

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### Back issues available online

You can find  
an archive  
of previous  
*Retirement  
Outlook*



issues on the DRS Web  
site at [www.drs.wa.gov](http://www.drs.wa.gov). ■

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*Retirement Outlook* is available to members in alternate formats. For more information contact the editor at (360) 664-7097.

## 2005 Legislative Update

The 2005 session wrapped up on April 24. The following summarizes pension bills significant to retirees that were passed by the Legislature and signed into law by Governor Gregoire.



**House Bill 1270** gives LEOFF Plan 2 retirees who return to work the choice between suspending their pension benefits and opting into the new position's retirement system, or not opting in and continuing to receive benefits without interruption.

Under **House Bill 1319**, an ex-spouse of a LEOFF Plan 1 retiree who receives a portion of the retiree's monthly benefit as part of a divorce settlement will continue to receive that portion after the retiree dies.

Under **House Bill 1329**, LEOFF Plan 1 retirees are now able to designate a spouse from a post-retirement marriage as a beneficiary, even if an ex-spouse is receiving a portion of the retiree's benefit as part of a divorce settlement.

**House Bill 1323** adds a retiree representative to the Executive Committee of the Select Committee on Pension Policy (SCPP) and establishes the Director of DRS as a permanent member. ■

## Contacting DRS



To help us route your questions and speed up our response time, please provide the following information when contacting us:

- Your full name
- Your retirement system (PERS, SERS, TRS, LEOFF, WSPRS, JRS) and plan (1, 2 or 3)
- The last four digits of your Social Security number
- Your complete e-mail address (when contacting DRS by e-mail) ■

## DRS customer service survey highlights

Since 1997, DRS has sent an annual survey to retired members, active members and Deferred Compensation Program participants to measure their satisfaction with DRS services and solicit suggestions for improvements. We also gather suggestions from customers who visit the agency in person and from those served by mail.

In 2005 we surveyed 3,300 retired members, and received a 42.1% response rate. The most frequent praise we received was for our:

- Staff courtesy
- Timeliness
- *Retirement Outlook* news content

On a scale of one to five, with five being the highest, retired members rated their overall satisfaction as follows:

- DRS services – 4.69

- DRS responses to customer inquiries (timeliness, completeness and clarity) – 4.59
- *Retirement Outlook* newsletter – 4.42

Retired members rated the “courtesy of staff” highest, with an average of 4.71, while “frequency of *Outlook* publication” scored the lowest, at 4.36.

We actively use your feedback to enhance our services. Examples include:

- Increased size of the print in *Retirement Outlook*
- Easier-to-use phone system, information packets and member materials
- Online access to retirement accounts

We value your opinion and strive to meet your needs, so please continue sharing your ideas – we’re listening! ■

## Keep us in the loop

The information you initially provided DRS may change after you begin receiving retirement benefits. Please keep us informed when you make any changes to the following:



### Beneficiary designation

Your beneficiary designation is one of the most important pieces of information associated with your retirement account.

Be sure to keep it up-to-date. If you marry or divorce, you should complete and submit a new form, even if your beneficiary remains the same.

Beneficiary Designation forms are available on our Web site at [www.drs.wa.gov](http://www.drs.wa.gov).

### Address

If you move or change your mailing address, please be sure to complete a Name/Address Change form available on our Web site at [www.drs.wa.gov](http://www.drs.wa.gov) or call us at (360) 664-7000 or toll-free at 1-800-547-6657. ■

# Retirement Benefit Disbursement Schedule

To the right is a schedule of the dates your monthly retirement benefit will be mailed or electronically deposited in your account. *Please note:* If you recently signed up for direct deposit or made a change to your account, a warrant (check) may temporarily be mailed to your financial institution.

Signing up for electronic deposit is easy. If you're interested, just complete the Authorization for Direct Deposit form available on our Web site at [www.drs.wa.gov](http://www.drs.wa.gov) or call us at 1-800-547-6657 to have the form mailed to you. ■

## Electronic Deposit Dates August - December 2005

August	Wednesday	August 31
September	Friday	September 30
October	Monday	October 31
November	Wednesday	November 30
December	Friday	December 30

## Check Mailing Dates August - December 2005

August	Saturday	August 27
September	Tuesday	September 27
October	Thursday	October 27
November	Wednesday	November 23
December	Wednesday	December 28

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